

Information Technology Resource Management Council (ITRMC)  
**Access Idaho Steering Committee**

**Meeting Minutes**

*(Approved by Committee on April 26, 2001)*

**March 22, 2001**

The Access Idaho Steering Committee monthly meeting was held on Thursday, March 22, 2001 from 1:35 to 2:20 p.m., in the East Conference Room of the J.R. Williams Building, Boise, ID.

**CALL TO ORDER, WELCOME**

Chairman Bill Farnsworth, who welcomed members and others in attendance, called the meeting to order.

**ATTENDANCE**

**Members Present:**

Mr. Keith Bumsted, Idaho Transportation Dept  
Mr. Bill Farnsworth, ITRMC Staff  
Mr. Chuck Goodenough, Secretary of State  
Mr. Scott Somerhalder, IIC  
Mr. Rob Spofford, IDWR  
\*Mr. Brett Richard, Department of Labor

**Absent Members:**

Mr. Mark Little, Division of Purchasing  
Mr. John McAllister, Department of Labor

**Others Present:**

Mr. Jon Eckerle, Dept. of Administration  
Mr. Rich Elwood, ITRMC Staff  
Ms. Emily Gales, ITRMC Staff  
Mr. Mark Stevenson, Secretary of State's Office  
Mr. Jeff Walker, Access Idaho

\*Designate

**BACKGROUND**

**Access Idaho** is the official name for the State of Idaho Internet portal, or "electronic front-door", for citizen access to on-line government services and information. The State of Idaho established a statewide contract for portal services in December 1999, creating a public-private partnership with **Idaho Information Consortium** (IIC). IIC is an affiliate of the National Information Consortium (NIC), the nation's leading provider of Internet electronic government services. On May 3, 2000, Idaho officially launched [www.accessidaho.org](http://www.accessidaho.org). The portal includes a re-designed State of Idaho Home Page, for easy access to all agency Web sites, where a variety of E-Government applications are being developed. The portal is designed to streamline citizen access to Idaho government services and information. As the state's Portal Provider, IIC will be assisting state agencies in the development of Internet applications, as well as Web page design. The Steering Committee has been appointed by ITRMC to oversee the progress of Access Idaho.

## **REPORT FROM ACCESS IDAHO**

Chairman **Bill Farnsworth** presented **Scott Somerhalder**, Idaho Information Consortium (IIC), who reviewed the Access Idaho **General Manager's (GM) Report**.

- The **Department of Motor Vehicle's (DMV) application for driver's license records** went live on Monday, March 19, 2001. On Tuesday, over 3,000 records were searched through this application. The next phase of the application will be interactive or point-to-point (a computer "talking" to another computer). The entire development staff, particularly Brian Davis, Director of Development, has been working non-stop on the interactive process for the Idaho Transportation Department. We are keeping a close eye on this to see if it will impact other applications, Somerhalder said.
- The **Attorney General's No Call list** (live January 2, 2001) is the highest profile application that Access Idaho has been working on. We will be launching the second phase, and the application **will go active the last week of March 2001**, Somerhalder said. Telemarketing companies will then be able to sign up and pay for the list on-line. The companies have thirty days after the list has been published to comply. Access Idaho has developed a direct mail campaign (aimed at telemarketing firms) that will focus on the benefits of going on-line and downloading the No Call list. There are approximately 130 companies registered in Idaho that perform telemarketing. We want to ensure these companies are in compliance with Idaho's new legislation, Somerhalder said. *Note:* Of the \$10 fee paid by citizens, Access Idaho receives \$.94. Of the quarterly \$25 fee paid by telemarketing companies, Access Idaho receives approximately \$1.70.
  - IIC and its parent company, National Information Consortium (NIC) worked with national media outlets to promote the Attorney General's No Call list. **Civic.com** picked up the story and published an article this month highlighting Idaho's use of technology to protect and improve citizens' access to government services. Other states are also taking a look at this legislation, such as Kansas and California.
- The **Department of Labor's Unemployment Insurance application** is in the middle of its design and testing phase. We have started to assemble a cross section of employers, and are talking to CPAs and payroll services to test the application; and we expect to begin testing in April, said Somerhalder. The testing phase will give the portal a solid understanding of the programs and benefits and how to market to Idaho businesses.
- The **Creative Services** group continues its aggressive schedule of launching one new Web site per month. This month, the **Governor's site** went live based upon templates provided by Access Idaho. (The Governor's office launched the site and is also managing it). The site has an Access Idaho "look and feel". Furthermore, other agencies are using this same format, such as **Idaho Works**. This helps bring the state's Web pages together, Farnsworth said. Next month, the **Idaho State Bar's (ISB) Corporate site** will go live. In May, the **Board of Pharmacy's site** will be launched.
- As part of the continuing promotion of the **Secretary of State's UCC lien search**, Access Idaho is writing an article for The Advocate, the ISB's newsletter, and an article for its Corporate Section's newsletter. The articles will discuss the new Web site that Access Idaho is designing for the State Bar's Corporate Section. The UCC searches will be an integral part of the new site. The **articles will be published in April and May**. [The Board of Pharmacy signed its Service Level Agreement (SLA). The next step will be for its staff to collect the content and turn it over to Access Idaho for posting into its design.]

- The **Idaho Real Estate Commission** is upgrading its licensing database server, which will help Access Idaho down the road, said Somerhalder. This will allow Access Idaho to develop a direct mail program that targets the agents that want to renew their licenses.
- Access Idaho has begun requirement meetings with the **Division of Building Safety**. The goal of these meetings is to develop an **on-line application that allows citizens to search for licensed Electrical, Building, Plumbing, Safety, and Public Works contractors**. The goal of the project is to provide municipalities and citizens with enough information to select a licensed contractor in their area. Additionally, there will be some continuing phases with this application, **allowing Electrical, Building, Plumbing, Safety, and Public Works contractors to renew their licenses on-line**.
- Access Idaho is in negotiations with a vendor to provide **electronic check payment**. This will allow more payment flexibility in our applications, said Somerhalder. Also, Access Idaho does not intend for this to be utilized only with the Department of Labor's application, but sees the benefit to citizens and businesses. Furthermore, the cost for a \$100 credit card payment is approximately \$3; with an electronic check payment, the cost is about 18 cents.
- **Creative Services conducted a training session with the Board of Medicine** to help it properly maintain look and content of its site. This half-day training is typical of the ongoing relationship, management services and support Access Idaho provides to a client after launching a site.
- A meeting has been scheduled for the last week of March with the **Idaho State Police (ISP)**. At this meeting, Access Idaho will begin the process of assessing its site and agency goals. Requirements, as well as a signed SLA, are expected to be gathered by late spring.
- The **Idaho Disability and Determination Service** is in the process of finalizing its design and is preparing to gather content for its new Web site. It is anticipated that the site will be launched in late May or possibly June.
- Access Idaho turned over Web site templates to the **State Department of Education**. The technical support staff is working to collect and organize content for the Department's site. A launch date has not yet been established.
- The **Idaho State Tax Commission** has contacted Access Idaho to build a **tax payment portal**. It is looking at the credit card process and would love to have electronic check functionality. In essence, it wants citizens and businesses to be able to pay taxes on-line. This application would impact a very large number of citizens. Access Idaho is excited to be handling some piece of taxes outside of the Unemployment Insurance application for Labor, Somerhalder said.

## **DISCUSSIONS**

Chairman Farnsworth and Mr. Somerhalder advised that Access Idaho has done (and will continue to do) a wide range of both revenue generating and non-revenue generating applications. Also, the majority of people contacting Access Idaho are doing so regarding e-commerce (accepting some type of payment on-line with an application). Jon Eckerle, Department of Administration, takes care of a lot of the Web pages and sends projects dealing with e-commerce in Access Idaho's direction.

Access Idaho will be hiring a new person next month to help with creative design, and is hoping to hire two developers at the end of this year.

**Chuck Knapp** has resigned (for personal reasons), taking a Public Information Officer position for the congressman's office in Augusta, Kansas. Somerhalder advised he was very sad to see Knapp leave. Jeff Walker is now the official Director of Marketing for Access Idaho.

Chairman Farnsworth briefly discussed the **Board of Pharmacy SLA** with the Committee, advising that through the body, this agreement was the same as other Access Idaho SLAs. The addendum was unique to the SLA, although it was similar to the other SLAs. When complete, this site will be on the Department of Administration's server.

### **MOTION TO APPROVE BOARD OF PHARMACY SLA**

**Rob Spofford moved and Chuck Goodenough seconded a motion to approve the Board of Pharmacy SLA, and the motion passed unanimously.**

### **REVIEW OF GOVERNOR'S TRADE MISSION MEMO OF UNDERSTANDING**

Though this Memo of Understanding (MOU) came from an elected office and did not have to be approved by the Committee, review of it was significant due to prioritization.

### **OTHER DISCUSSION**

Chairman Farnsworth then referenced the **WebTrends: Web Usage Summary** handout. Farnsworth noted the Legislative session most likely had a positive impact on the incredible number of hits seen. Also, the name "branding", Access Idaho, is working very well. Other states are using (or looking into) the "Access" name as well.

### **NEW BUSINESS / ADJOURNMENT**

Chairman Bill Farnsworth mentioned that the next Information Technology Resource Management Council (ITRMC) meeting would be held on April 25, 2001 from 8:30 a.m. – 1:00 p.m. During the Access Idaho update, some sites completed by Access Idaho would be shown to the Council, as it is important to keep them excited about and behind the project.

As there was no other new business to come before the Committee, Chairman Farnsworth thanked those in attendance and adjourned the meeting at 2:20 p.m. The next Access Idaho Steering Committee meeting is scheduled for Thursday, April 26, 2001 from 1:30 - 3:00 p.m. in the East Conference Room, Joe R. Williams Building.

Respectfully submitted,

Emily Gales, ITRMC Assistant